

Facilitator CHiPs

Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- Process Improvement
- Team Building
- Change Management
- Strategic Planning
- Customer Focus and Assessment
- Baldrige Quality Award Criteria for Performance Excellence
- Valuing Differences
- Problem Solving, Decision Making, and Consensus Building Tools
- 360° Feedback Instruments
- Problem Identification and Clarity
- Reengineering
- Integrated Organizational Renewal
- Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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Humor in the Workplace

Have you ever noticed how often children laugh? They delight in telling funny stories and rhymes, the sillier the better. As they mature, they do less and less of this. By the time they complete their education and enter the workplace, many only laugh in private, not in public. Why? They have gotten the message that laughter and humor are not appropriate for serious people. But is this message correct? No, serious people also enjoy humor and need to laugh.

Here are just a few of the things laughter and humor do for us:

- Relax us
- Burn calories
- Relieve tension
- Change our perspective
- Encourage interaction
- Build trust
- Show we don't take ourselves too seriously
- Make us real

Laughter and humor are tools that can reduce stress in the workplace. Even if we are dedicated and conscientious workers, it's OK to laugh at work. It's OK to tell an appropriate joke or story. It's OK to be funny and to laugh with (not at) others who work with us.

If you want to do something to improve the morale of your office, try a little humor. Encourage a little laughter. You'll be amazed how much better you and your fellow workers will feel. An apple a day keeps the doctor away. A laugh a day works pretty well, too.

"Humor is the great thing, the saving thing. The minute it crops up, all our irritations and resentments slip away." - **Mark Twain**

The ORO Facilitator program is available to assist your team or work group with organizational development needs, including dealing with and implementing changes (see sidebar).